

INTERNAL AUDIT RECOMMENDATIONS – GLOSSARY OF TERMS

Page Number	Audit Title	Term	Definition
<b>APPENDIX 1 - INTERNAL AUDIT – AGREED MANAGEMENT ACTIONS SINCE APRIL 2011</b>			
Page 1	Financial Challenge	Financial Challenge	A Financial Challenge Programme Board is chaired by the Chief Officer. The main aim of the board is to coordinate the various savings projects (Efficient and Flexible Crewing (EFC), Staff Review and Efficiency Proposals) and to steer the Service to meet the financial shortfalls it faces.
Page 2	Revenue Contracts	Contract Register	A list of contracts that the Service has entered into and the basic details relating to them such as term and contractor. It is maintained by the Procurement team.
Page 13	External Virtual Private Network (VPN) Service	External VPN	This service is used by suppliers to remotely access their software to maintain it. It is also used by a few HFRS Information Services staff to access systems or databases which the passport service will not give them access to. It is termed as a system which is “not in production” and therefore not made available as a service to general users.
Page 14	External Virtual Private Network (VPN) Service	SAP	The IT system that the Service uses for administering key functions such as the main accounting system, payroll, and training systems.
Page 14	External Virtual Private Network (VPN) Service	ISO 27001	BSI ISO 27001 is the only internationally recognised standard which defines the requirements for an Information Security Management System.  HFRS gained ISO27001 in September 2008 with a certification period of three years. Following a thorough audit we successfully passed the renewal of our ISO 27001 accreditation in October 2011, valid for a further three years.

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<b>APPENDIX 2 - INTERNAL AUDIT RECOMMENDATIONS – ACTIONS AWAITING IMPLEMENTATION (audits from the 2010/11 plan and before)</b>			
Page 1 – Q22	Red Book Compliance	Red Book Compliance	This refers to an assessment undertaken of the Service’s compliance with guidance issued by the Chartered Institute of Public Finance and Accountancy (CIPFA), titled ‘Managing the risk of fraud – actions to counter fraud and corruption’ known as the ‘Red Book 2’. This guidance sets out the action needed for an organisation to be effective in countering fraud and corruption.
<b>APPENDIX 3 - INTERNAL AUDIT RECOMMENDATIONS – ACTIONS COMPLETED (audits from the 2010/11 plan and before)</b>			
Page 1 – 3.41	Information management	Service Orders	Service policies and procedures